

We Heard You...Your Opinion Matters
July 2006 Attorney Survey

On July 1, 2006, the court sent out 811 surveys to local attorneys for input on how the Riverside Civil Department was doing. We received 242 responses (see the below graphs) from the survey. As a result of the responses and suggestions, below are some of the actions/changes that were immediately put in place:

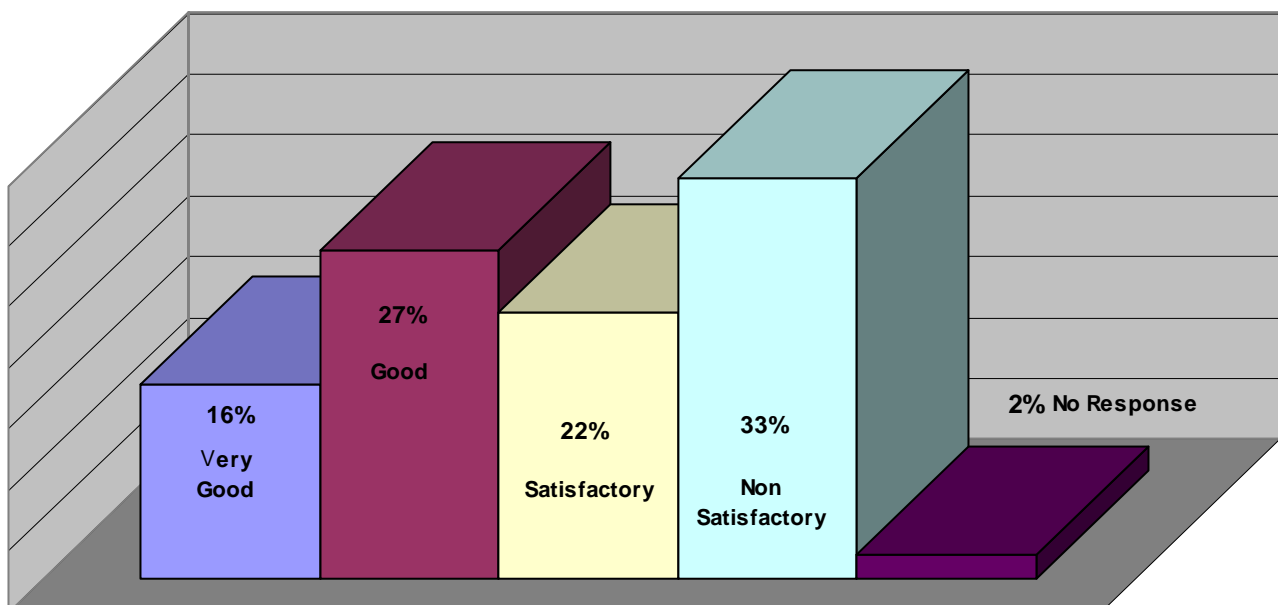
- A courtesy call will be placed to any party when fees are missing. Parties will be given three days to submit the required information or fees before the document is returned.
- No documents will be returned multiple times.
- At all times, staff will treat all customers with respect, courtesy and be responsive to their needs.

If you have any questions or additional comments, please do not hesitate to contact:

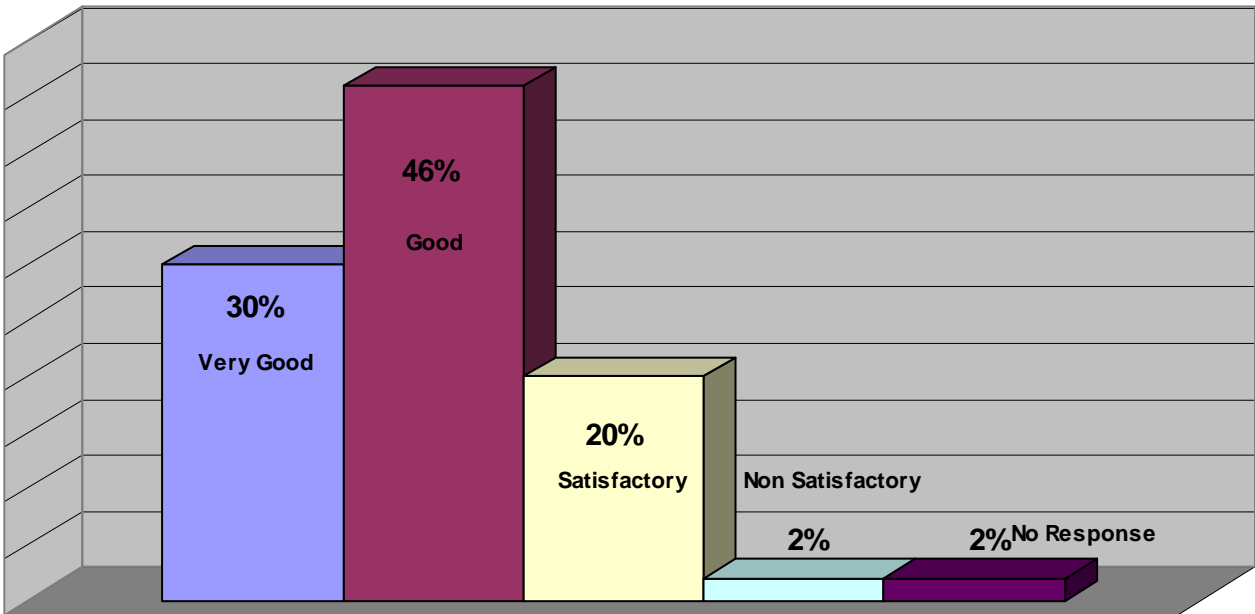
Diane Gray, Chief Deputy Executive Officer at: diane.gray@riverside.courts.ca.gov

Survey Results

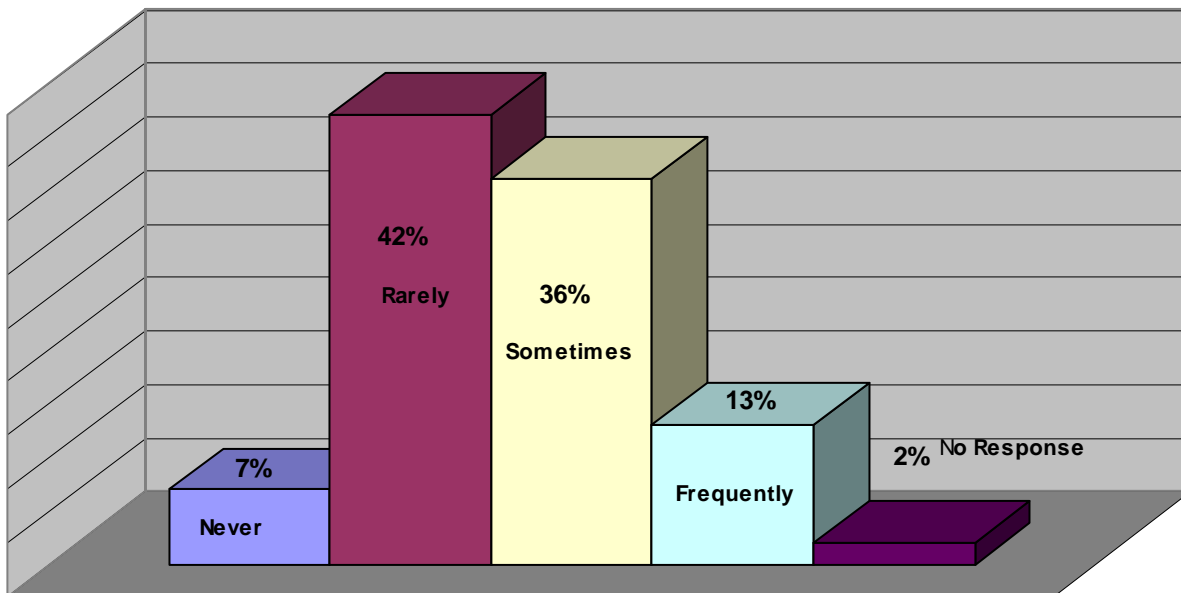
How would you rate the timeliness of paperwork /cases processed by the court?



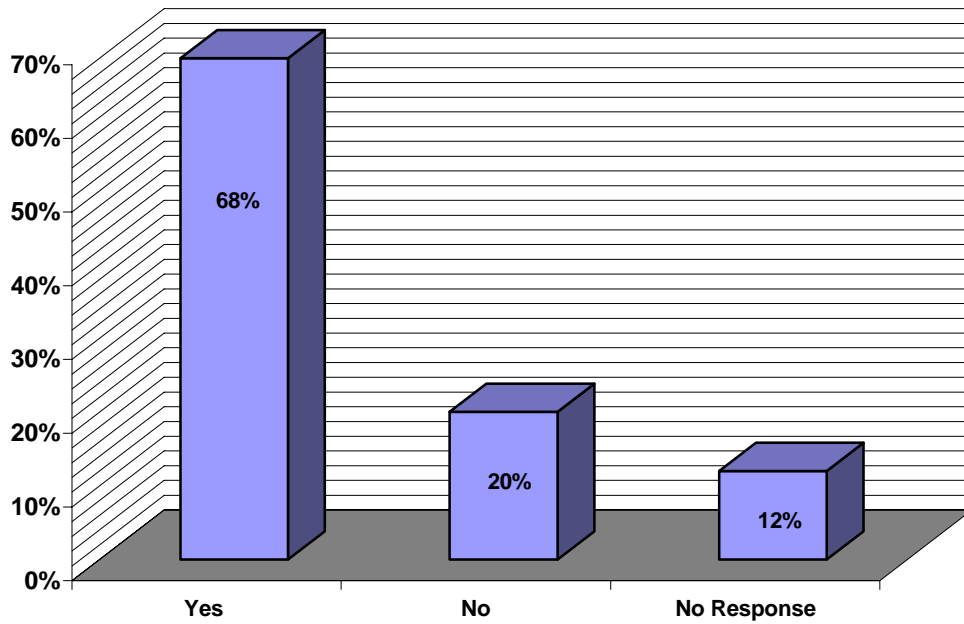
How would you rate the ease in finding the location of the clerk's office/secretary's office/courtroom?



Have you experienced multiple rejections or returns of paperwork filed with the court?



Do you find staff to be knowledgeable?



How would you rate the service of the Riverside Superior Court compared to surrounding counties?

